

Computer Applications Class List (Open to All Staff)

ACCESS I - Learn the fundamental concepts to develop a database such as for client information.

07/29/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E170.015

09/13/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E170.016

ACCESS II - Learn additional concepts to create lean tables and establish relationships for data integrity.

07/30/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E171.003

09/16/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E171.004

EXCEL I - Engage in hands-on learning to set up, format, and print spreadsheets.

07/13/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E168.033

09/04/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E168.034

EXCEL II - Practice manipulating data by sorting and filtering; create and manipulate charts and explore additional features.

07/16/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E169.014

09/02/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E169.015

EXCEL III - Learn additional features, including macros, importing/exporting data, advanced printing options, "what if analysis," creating/saving customer views, and creating Web documents for sharing Excel data.

07/20/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E169.103

09/09/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E169.104

OUTLOOK I - Review the tools that will allow you to efficiently use your e-mail to communicate with others.

09/21/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E165.036

OUTLOOK II - Learn how to use Outlook's other features to help you manage your time and communication activities.

09/23/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E165.123

POWERPOINT I - Use PowerPoint to organize, illustrate, and deliver your ideas more effectively.

07/21/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E167.030

09/15/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E167.031

POWERPOINT II - Learn advanced features such as using templates, multimedia, and interactive capability.

08/04/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E167.215

09/29/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E167.216

WINDOWS 2000 - Review the tools in your operating system to perform computer tasks more efficiently.

09/28/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E163.013

WORD I - Learn and practice some basic functions of this widely used word processing program.

07/15/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E160.148

08/26/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E160.149

WORD II - Learn and practice intermediate word processing features such as columns, tables, and clipart.

07/28/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E160.246

09/14/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E160.247

WORD III - Learn and practice advanced word processing features; templates, mail merge, labels and envelopes.

08/05/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E160.329

09/30/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E160.330

Our training can help enhance your



productivity and work quality
job satisfaction
customer relations



written, verbal, and nonverbal communication



personal and professional interactions with others
and more.

Visit our website for:
Course Descriptions
CORE Class Requirements
Easy Registration and more.
www.co.franklin.oh.us/training

Confirmation notices will be mailed
1 week prior to training date.

Thank You!



Department of Human Resources
Staff Development & Training Division

373 South High Street, 25th Floor

Columbus, Ohio 43215

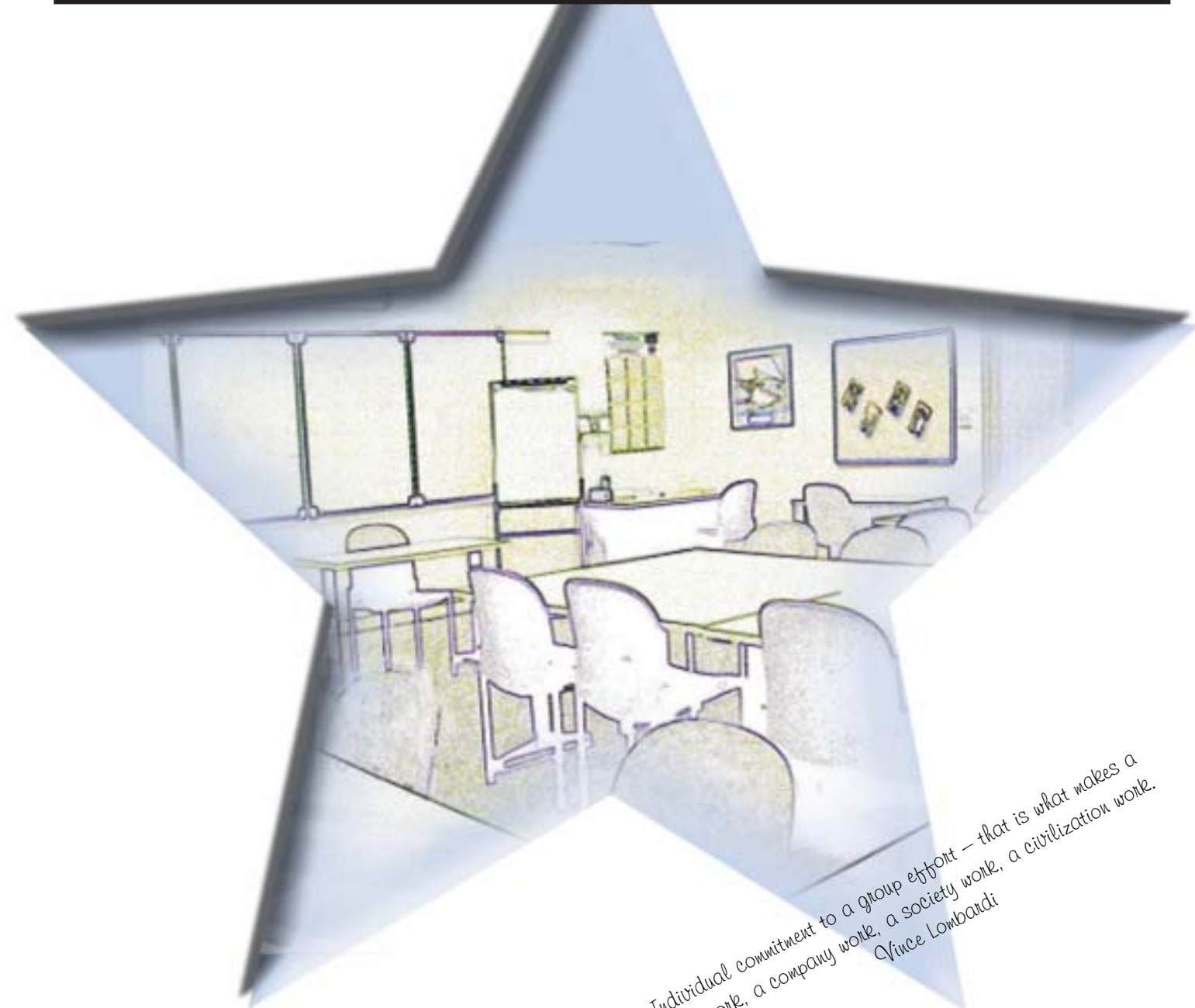
Tel: 614-462-6224

Fax: 614-462-6273

The County Trainer

Summer Quarter

July – September 2004



Individual commitment to a group effort — that is what makes a
team work, a company work, a society work, a civilization work.
— Vince Lombardi

FINANCIAL INFORMATION SESSIONS (Open to All Franklin County Employees)

COUNTY COMMISSIONERS ASSOCIATION OF OHIO DEFERRED COMPENSATION PROGRAM

Date: July 21, 2004 Time: 9:00 to 12:00 noon Place: Memorial Hall - East Conference Room 280 E. Broad Street

Date: July 27, 2004 Times: 10:00 to 11:30 a.m. **AND** 1:30 to 3:00 p.m. Place: Courthouse - Press Room 1st Floor

STATE OF OHIO DEFERRED COMPENSATION PROGRAM

Date: July 22, 2004 Time: 9:00 to 12:00 noon Place: Memorial Hall - West Conference Room 280 E. Broad Street

Date: July 28, 2004 Times: 10:00 to 11:30 a.m. **AND** 1:30 to 3:00 p.m. Place: Courthouse - Press Room 1st Floor

OHIO PUBLIC EMPLOYEES RETIREMENT SYSTEM (OPERS)

New OPERS members have 180 days from date of hire to select one of three Ohio PERS retirement plans. The Ohio PERS education team will present this seminar on selecting the plan that is right for you.

Date: August 4, 2004 Time: 9:30 to 12:00 noon Place: Memorial Hall - East Conference Room 280 E. Broad Street

Date: August 5, 2004 Times: 9:00 to 11:00 a.m. **AND** 1:30 to 3:00 p.m. Place: Courthouse - Press Room 1st Floor

OHIO PUBLIC EMPLOYEES RETIREMENT SYSTEM (OPERS) -- PROVIDING LONG-TERM AWARENESS NOW (PLAN)

This seminar is for employees with 5 or more years of service credit and would like an individualized packet which includes information about OPERS benefits, social security, estate and financial planning and more. **You must pre-register to attend!**

****Tuesday, September 28, 2004 OR **Thursday, September 30, 2004 -- 8:00 to 4:30 p.m. - Courthouse Auditorium**

****Upon registering for the PLAN seminar, a Registration/Request for Estimate of OPERS Monthly Retirement Benefits and Statement of Total Service Credit form will be sent to you. Due to the preparation time, this form must be completed and returned by Friday, July 19, 2004. OPERS will then prepare your individual information packet and have it ready for you at the seminar. Contact Betty Taylor, Staff Development Coordinator @ 462-6010 or e-mail eataylor@co.franklin.oh.us today!**

CHOOSE FROM A WIDE VARIETY OF CLASSES THIS SUMMER

The Human Resources trainers have designed and implemented a comprehensive offering of half- and full-day classes, including various topics in employment law, computer applications, and managerial/supervisory skill development. We want every Franklin County employee to take advantage of one or more of our excellent learning oppotunities, and we look forward to seeing **YOU** in one or more of our classes!

SCHEDULE OF CLASSES - Open to All Staff unless noted (*)

ANGER CONTROL & DEFUSING HOSTILITY - Learn to control anger effectively for positive results.
09/08/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# E225.021

ARE YOUR NONVERBALS SHOWING THE WAY YOU THINK?
Positively present yourself nonverbally to others when interacting, and learn how to interpret others' nonverbal behavior.
08/05/04 - Press Room 1st Floor - 9:00 a.m. to 4:00 p.m. - Course# E251.007

ATTITUDES CAN SHAPE YOUR LIFE - Focus on how attitudes impact our lives while on the job.
08/31/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# E260.008

BECOMING AN EFFECTIVE LEADER - Discover 10 power points on how to become a dynamic leader.
08/03/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# S332.004

CAN WE TALK? IMPROVING YOUR COMMUNICATION
Gain knowledge and skills to communicate effectively in organizational settings.
07/28/04 - 25th Floor Training Room- 9:00 a.m. to 4:00 p.m. - Course# E250.019

COACHING FOR IMPROVED PERFORMANCE
Learn a systematic coaching porcess to assess employee performance and encourage improve ment.
09/09/04 - 25th Floor Training Room - 9:00 a.m. to 4:00 p.m. - Course# S210.009

CONDUCTING EFFECTIVE BUSINESS MEETINGS - Make your meetings more successful as a leader and participant.
08/26/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# S221.007

THE CUSTOMER SERVICE CONNECTION I - Learn how to determine customer needs, improve service, and more.
07/15/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# E285.035

THE CUSTOMER SERVICE CONNECTION II - Make a difference by achieving extraordinary customer relations.
08-19/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# E286.008

DEALING WITH DIFFICULT PEOPLE - Learn strategies to increase productivity and customer satisfaction.
09/22/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# E295.020

EFFECTIVE PRESENTATIONS - Learn specific techniques for how to plan, prepare, and deliver presentations.
08/12/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# E120.020

EFFECTIVE TEAMWORK - Learn to be a team player to help you be happier, accomplish more, and use resources better.
07/07/04 - 25th Floor Training Room - 9:00 a.m. to 4:00 p.m. - Course# S302.008

EMPLOYEES GUIDE TO EMPLOYMENT LAW - Gain an understanding of employment law and how it affects you.
07/29/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# E480.004

ENHANCE YOUR LISTENING SKILLS - Emphasize the importance and improvement of listening skills through activities/roleplays.
08/31/04 - Press Room 1st Floor - 9:00 a.m. to 4:00 p.m. - Course# E257.007

ETHICS - Learn about the Ohio Ethics Law and Commission, related statutes, and what is and is not ethical behavior in your County job.
08/12/04 - Meeting Room B 25th Floor - 9:00 a.m. to 12:00 p.m. - Course# E240.034

FAMILY MEDICAL LEAVE ACT (FMLA) - Review and become comfortable with the content and application of this law in your work setting.
08/18/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# S225.028

GRAPPLING WITH GRAMMAR - Remove grammar obstacles from your writing that may irritate readers and lessen your credibility.
08/09/04 - 25th Floor Training Room - 9:00 a.m. to 4:00 p.m. - Course# E305.006

HOW TO WORK AS A TEAM - Get a fresh prespective on how to work together as an effective team.
09/02/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# E270.011

KEYS TO YOUR NEXT PROMOTION - Learn the tools to be a valuable agency asset and help you climb the corporate ladder.
09/16/04 - 25th Floor Training Room - 9:00 a.m. to 4:00 p.m. - Course# E455.012

LEADERSHIP AND CONFLICT RESOLUTION - Learn effective steps on how to resolve conflict with confidence.
09/08/04 - Meeting Room B 25th Floor - 9:00 a.m. to 12:00 p.m. - Course# S320.012

MANAGING CHANGE - Take chnarge of changes and apply it to every aspect of your professional and personal life.
07/22/04 - 25th Floor Training Room - 9:00 a.m. to 4:00 p.m. - Course# S311.005

MULTICULTURAL AWARENESS I
Study cultural differences and biases, and learn how to promote better communication with everyone.
07/27/04 - 25th Floor Training Room- 9:00 a.m. to 4:00 p.m. - Course# E210.029

Theresa Ferguson




.....Trainer

Stan Wayne



.....Trainer

Drema Kirkling



.....Trainer

MULTICULTURAL AWARENESS II
Learn the personal and organizational cultural competency levels in today's workplace.
09/09/04 - Meeting Room B 25th Floor - 9:00 a.m. to 12:00 p.m. - Course# E212.010

PRINCIPLES TO ENHANCE YOUR WRITTEN COMMUNICATION
Review and apply specific writing techniques that can help or hinder your written documents.
08/04/04 - 25th Floor Training Room - 9:00 a.m. to 4:00 p.m. - Course# E311.007

*** PROGRESSIVE DISCIPLINE**
Learn the method of correcting work deficiencies using the progressive discipling process.
08/10/04 - 25th Floor Training Room - 9:00 a.m. to 4:00 p.m. - Course# S340.015

PROJECTING A PROFESSIONAL IMAGE
Build a professional image and become more effective in workplace relationships.
08/24/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# E465.006

PUNCTUATION WITH A PURPOSE
Review the basic rules of punctuation so readers can glide through your written documents with ease.
08/13/04 - 25th Floor Training Room - 9:00 a.m. to 4:00 p.m. - Course# E310.609

REFINING YOUR TELEPHONE SKILLS
Learn how to use the telephone effectively to create positive impressions of yourself and your business.
08/25/04 - Meeting Room B 25th Floor - 9:00 a.m. to 12:00 p.m. - Course# E287.009

REVIEW THE AMERICANS WITH DISABILITIES ACT
Explore the ADA and implications for business and government settings.
08/19/04 - Meeting Room B 25th Floor - 9:00 a.m. to 12:00 p.m. - Course# S230.013

SEE, LOOK, AND FOCUS! - Plan for short- and long-term professional growth, and set career goals.
09/28/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# E460.010

SELF ESTEEM - This workshop is designed to enhance self-esteem as it relates to job performance.
09/21/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# E280.018

SEXUAL HARASSMENT AWARENESS
Understand the dynamics of sexual harassment, its legal definition and how to prevent it.
08/17/04 - 25th Floor Training Room - 9:00 a.m. to 4:00 p.m. - Course# E220.033

STRESS MANAGEMENT - Determine what your stressors are and how to manage them more effectively.
07/14/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# E262.005

*** SUPERVISOR SPOTLIGHT: POWER-UP PERFORMANCE**
Learn how to POWER-Up your employees' productivity and motivational levels.
09/23/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# S280.001

THE PEOPLE PUZZLE
Improve and develop your workplace relationships through an understanding of persality and communication styles.
08/05/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# E253.002

THE POWER OF POSITIVE REINFORCEMENT
Understand the dynamics of reinforcement and its effects on relationships and productivity.
07/07/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# E255.008

*** THE SUCCESSFUL SUPERVISOR: FOUNDATIONS OF SUPERVISING**
Equip yourself with a tool-kit of essential skills needed to be a successful supervisor.
08/11/04 - 25th Floor Training Room - 9:00 a.m. to 4:00 p.m. - Course# S101.010

TIME MANAGEMENT I - Analyze how you use time, recognize time obstacles, and learn timesaving tips.
07/20/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# E290.019

TIME MANAGEMENT II - Learn how to achieve balance between managing professional and personal responsibilities.
09/14/04 - 25th Floor Training Room - 9:00 a.m. to 12:00 p.m. - Course# E292.009

VIOLENCE IN THE WORKPLACE I - Develop an awareness of the warning signs for potential violent situations.
07/13/04 - 25th Floor Training Room - 9:00 a.m. to 4:00 p.m. - Course# E230.029

VIOLENCE IN THE WORKPLACE II - Study topics about security issues, domestic violence and safety on the job.
07/21/04 - 25th Floor Training Room - 9:00 a.m. to 4:00 p.m. - Course# E235.015

WOMEN'S WAYS OF LEADERSHIP
Identify and affirm individual strenghts that support your leadership roles and professional aspirations.
08/26/04 - Meeting Room B 25th Floor - 9:00 a.m. to 4:00 p.m. - Course# E490.002

WRITING EFFECTIVE BUSINESS LETTERS
Use a hands-on approach to format and write effective business or personal letters that get results.
07/22/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E313.207

WRITING EFFECTIVE MEMOS AND E-MAIL
Use a hands-on approach to format and write effective hard copy and electronic-mail messages.
07/08/04 - 9th Floor Data Center - 9:00 a.m. to 4:00 p.m. - Course# E312.010



Our top-notch trainers provide up-to-date and relevant information in interesting, fun, and hands-on ways.



Expect to gain insight on the collaboration efforts of the different agencies as we work together toward the common goal of servicing the citizens of Franklin County.



Maximize your training experience- participate actively! Employees take back to their work stations skills and knowledge that can increase job performance and satisfaction.



Independence Day July 4, 2004
Labor Day September 6, 2004